

**WISCONSIN LEGISLATIVE COUNCIL STAFF**

LCRC  
FORM 2

**RULES CLEARINGHOUSE**

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**CLEARINGHOUSE REPORT TO AGENCY**

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[THIS REPORT HAS BEEN PREPARED PURSUANT TO S. 227.15, STATS. THIS IS A REPORT ON A RULE AS ORIGINALLY PROPOSED BY THE AGENCY; THE REPORT MAY NOT REFLECT THE FINAL CONTENT OF THE RULE IN FINAL DRAFT FORM AS IT WILL BE SUBMITTED TO THE LEGISLATURE. THIS REPORT CONSTITUTES A REVIEW OF, BUT NOT APPROVAL OR DISAPPROVAL OF, THE SUBSTANTIVE CONTENT AND TECHNICAL ACCURACY OF THE RULE.]

**CLEARINGHOUSE RULE 98-203**

AN ORDER to repeal DWD 17.02 (1), (4), (19) and (20) and 17.04 (1) (a) to (f) and (4) (a); to renumber chapter HSS 217; to amend DWD 17.01, 17.02 (6), (8), (9) to (16), (18), (21), (22) and (24), 17.03 (1) (title), (1) and (2), 17.04 (1) (intro.), (2), (4) (b) and (5), 17.05 (1), (2) and (4), 17.06 (intro.) and (2) and 17.07; to repeal and recreate DWD 17.04 (4) (title), 17.05 (3) and 17.06 (3); and to create DWD 17.02 (1m), (1r), (2m), (8m) and (25), relating to the training of income maintenance workers.

Submitted by **DEPARTMENT OF WORKFORCE DEVELOPMENT**

12-14-98 RECEIVED BY LEGISLATIVE COUNCIL.

01-15-99 REPORT SENT TO AGENCY.

RS:JLK;jal;wu

**LEGISLATIVE COUNCIL RULES CLEARINGHOUSE REPORT**

This rule has been reviewed by the Rules Clearinghouse. Based on that review, comments are reported as noted below:

**1. STATUTORY AUTHORITY [s. 227.15 (2) (a)]**

Comment Attached

YES

☒

NO

☐**2. FORM, STYLE AND PLACEMENT IN ADMINISTRATIVE CODE [s. 227.15 (2) (c)]**

Comment Attached

YES

☒

NO

☐**3. CONFLICT WITH OR DUPLICATION OF EXISTING RULES [s. 227.15 (2) (d)]**

Comment Attached

YES

☐

NO

☒**4. ADEQUACY OF REFERENCES TO RELATED STATUTES, RULES AND FORMS  
[s. 227.15 (2) (e)]**

Comment Attached

YES

☐

NO

☒**5. CLARITY, GRAMMAR, PUNCTUATION AND USE OF PLAIN LANGUAGE [s. 227.15 (2) (f)]**

Comment Attached

YES

☒

NO

☐**6. POTENTIAL CONFLICTS WITH, AND COMPARABILITY TO, RELATED FEDERAL  
REGULATIONS [s. 227.15 (2) (g)]**

Comment Attached

YES

☐

NO

☒**7. COMPLIANCE WITH PERMIT ACTION DEADLINE REQUIREMENTS [s. 227.15 (2) (h)]**

Comment Attached

YES

☐

NO

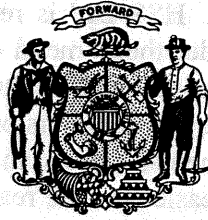
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## CLEARINGHOUSE RULE 98-203

### Comments

**[NOTE: All citations to "Manual" in the comments below are to the Administrative Rules Procedures Manual, prepared by the Revisor of Statutes Bureau and the Legislative Council Staff, dated September 1998.]**

### 1. Statutory Authority

Section DWD 17.04 (1) provides that Department of Workforce Development (DWD) must annually define the required training for each job function, and s. DWD 17.05 (1) provides that DWD must annually define the required ongoing training for each job function. Section 49.143 (2) (c), Stats., provides that DWD must ensure that a financial and employment planner (FEP) employed by a W-2 agency must meet training requirements established by DWD **by rule**. Further, s. 49.33 (3), Stats., provides that DWD must promulgate **rules** establishing, among other things, training requirements for income maintenance (DWD) employees.

However, under s. DWD 17.04 (2), DWD may make the training available through contracted agencies. This should be referred to in the analysis.

c. SECTION 1 provides that ch. HSS 217 is renumbered to ch. DWD 17. Most of the following sections of the proposed order then amend or repeal various provisions in ch. DWD 17, without indicating in the treatment clause that they are renumbered. Further, it is inappropriate to renumber and then repeal a provision. Due to the numerous changes in ch. DWD 17, including the many amendments, repeals and creation of new provisions, it would be easier from a drafting standpoint and easier for the readers to comprehend if ch. HSS 217 were repealed and ch. DWD 17 were created in its entirety--without strike-throughs, underlining, repeals, etc.

d. The initial regulatory flexibility analysis indicates in item 2. that "No additional reporting or bookkeeping procedures are created by this rule. Income maintenance agencies will continue to have an obligation to keep records of the training of their employees." However, as noted by the analysis to the rule, these requirements, which previously applied to county agencies and tribal agencies, are now being applied to W-2 agencies, which may be privately run agencies. Thus, item 2. in the initial regulatory flexibility analysis inappropriately suggests that there are no additional procedures created by the rule that affect small businesses.

e. In s. DWD 17.01 (1) and (2), the titles should be included, even though they are not amended. [See s. 1.05 (3) (c), Manual.] This comment also applies to ss. DWD 17.04 (2) and (5), 17.05 (1), (2), (4) and (6) (intro.) and 17.07.

f. In s. DWD 17.02 (8), "(insert effective date of rule)" should be changed to "the effective date of this subsection .... [revisor inserts date]". The entire rule should be reviewed for this problem.

g. It does not appear that a definition of FEP in s. DWD 17.02 (8m) is necessary as it appears that that term is used only in the note to s. DWD 17.02 (12). If this is the case, the definition of FEP could be included in the note to s. DWD 17.02 (12).

h. In SECS. 13 and 15, the amendments to the titles should be shown by use of strike-throughs and underscores. [See s. 1.04 (3) (b), Manual.]

i. Because all of the paragraphs under s. DWD 17.04 (1) are repealed in SECTION 18, the treatment clause in SECTION 17 should provide that "DWD 17.04 (1) (intro.) is renumbered s. DWD 17.04 (1) and amended to read:". On the following line, "(intro.)" should be deleted, and the title "STANDARDIZED CURRICULUM" should be included. [See s. 1.05 (3) (c), Manual.]

j. Section DWD 17.04 (4) (a) is repealed, thus leaving only one paragraph in s. DWD 17.04 (4). This is inappropriate as at least two subunits are necessary for division. Section DWD 17.04 (4) (b) should be renumbered as s. DWD 17.04 (4) (intro.), and the subdivisions under s. DWD 17.04 (4) (b) should be renumbered as paragraphs. [See s. 1.03 (intro.), Manual.] This means that the title to s. DWD 17.04 (4) (b) "Training implementation plan" should be



eliminated. Consideration should be given to including language about the training implementation plan in the recreated title to s. DWD 17.04 (4).

**5. Clarity, Grammar, Punctuation and Use of Plain Language**

a. In the first paragraph of the analysis, the removal of references to the Relief to Needy Indian Persons (RNIP) Program also should be noted.

b. In the third paragraph of the analysis, “based a” should be changed to “based on a.” Also, the phrase “will now either be supervised . . . or must be based . . .” is grammatically incorrect. The phrase “must be” should be deleted so that the phrase reads “will either be supervised . . . or based on a . . .” Alternatively, the phrase could be changed to “must either be supervised . . . or based on a . . .”

c. In s. DWD 17.01 (1), the phrase “county, *tribe* or W-2 agency” (emphasis added) is used. In contrast, most other sections refer to a “county, *tribal* or W-2 agency” (emphasis added). A consistent approach should be used to avoid ambiguity.

In addition, it is noted that “county agency,” “tribal agency” and “W-2 agency” are all defined terms. The defined terms are used separately in s. DWD 17.02 (12) which refers to “a county agency, tribal agency, or W-2 agency.” In contrast, most other sections, such as s. DWD 17.02 (15) refers to a “county, tribal, or W-2 agency.” A consistent approach should be used to avoid ambiguity. In general, use of defined terms helps avoid ambiguity.

Also, the recreated title of s. DWD 17.04 (4) refers to “COUNTY, TRIBAL OR W-2 TRAINING.” It appears that reference to an agency should be included.

d. Section DWD 17.02 (2m) and other sections refer to a “W-2 group member.” Chapter DWD 17 does not define this term. It should be defined, for example, by referring to s. 49.141 (1) (s), Stats.

e. Section DWD 17.02 (10) and other sections refer to “Wisconsin works” or “W-2.” Chapter DWD 17 does not define this term. It should be defined, for example, by providing that

definition of "successful completion of IM training for experienced IM workers" confusing as it then twice refers to training in interpersonal skills and case management.

In addition, s. DWD 17.01 (1) provides that DWD must make "refresher training" available for experienced IM workers. However, s. DWD 17.05 indicates that DWD is to develop "ongoing courses," rather than "refresher training." These two provisions should be reconciled.

g. In s. DWD 17.02 (18), the word "on" should not be stricken.

h. Amended s. DWD 17.02 (24) defines "tribal agency" as "an agency designated by the elected tribal governing body of a federally-recognized Wisconsin Indian tribe or band to administer W-2, MA, and food stamps." If it is possible for a tribe to administer some, but not all, of these programs, the last phrase should be changed to "W-2, MA *or* food stamps." Also, it appears that language should be included about having a contract with the state to administer such programs, rather than suggesting that if the tribal governing body unilaterally makes this designation, then ch. DWD 17 applies.

i. It would be preferable to change the titles of s. DWD 17.03 (1) and (2), respectively, to "IM WORKERS WHO BEGIN EMPLOYMENT ON OR AFTER FEBRUARY 1, 1991 TRAINING REQUIREMENTS FOR NEW IM WORKERS" and "IM WORKERS EMPLOYED BEFORE FEBRUARY 1, 1991 AND OTHER TRAINING REQUIREMENTS FOR EXPERIENCED IM



DWD 17

**TRAINING OF INCOME MAINTENANCE WORKERS**

The Wisconsin Department of Workforce Development proposes an order to renumber ch. HSS 217; to repeal DWD 17.02(1), (4), (19) and (20), and 17.04(1)(a) to (f) and (4)(a); to amend DWD 17.01, 17.02(6), (8), (9) to (16), (18), (21), (22) and (24), 17.03(1)(title), (1), (2)(title) and (2), 17.04(1)(intro.), (2), (4)(b) and (5), 17.05(1), (2) and (4), 17.06(intro.) and (2), and 17.07; to repeal and recreate DWD 17.04(4)(title), 17.05(3) and 17.06(3); and to create DWD 17.02(1m), (1r), (2m), (8m), and (25); relating to the training of income maintenance workers.

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**Analysis**

**Authority for rule.** §§49.143(2) and 49.33, Stats.

**Statutes interpreted.** §§49.143(2) and 49.33, Stats.

The purpose of this proposed rule is to update the existing rule on the training of income maintenance workers to reflect current policies of the W-2 program and remove references to AFDC.

References to "county and tribal agencies" are changed to include W-2 agencies. Definitions for the terms automated systems, CARES, case management, financial and employment planner (FEP) and W-2 agency are added. Other definitions are amended to reflect the sunset of AFDC and the creation of the W-2 program.

This proposed rule repeals provisions which previously allowed local agencies to present alternative training programs when approved by the state; training will now either be supervised directly by DWD or must be based on a DWD-approved plan to implement the standardized curriculum. New provisions relating to the development of a standardized curriculum are added to clarify that the curriculum may vary depending upon an IM worker's particular job function and to specify that the curriculum may include appropriate program philosophy, policy and procedure, case management, interpersonal skills and training in automated systems.

Finally, the provisions relating to the obligations of the agencies to track and keep records of the training of new and experienced IM workers are updated to reflect the current statutes.

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SECTION 1. Ch. HSS 217 is renumbered to ch. DWD 17.

SECTION 2. DWD 17.01 is amended to read:

DWD 17.01(1) This chapter is promulgated under authority set forth in s. 46.033(2) 49.33(3), Stats., to ensure that each income maintenance worker employed by a county or tribe or W-2 agency has successfully completed a training program to achieve acceptable IM worker job performance, including to accurately determine and redetermine eligibility for income maintenance programs. Successful completion of prescribed training is required for all new IM workers. The department ~~is to~~ shall make refresher training ~~on error-prone policies and interpersonal skills~~ available for experienced IM workers.

(2) This chapter applies to county income maintenance agencies, tribal income maintenance agencies, W-2 agencies and the income maintenance workers employed by those agencies.

SECTION 3. DWD 17.02(1) is repealed.

SECTION 4. DWD 17.02(1m) and (1r) are created to read:

DWD 17.02(1m) "Automated systems" means a computer supported process in use by the department, including CARES.

(1r) "CARES" means the department's automated client assistance for re-employment and economic support.

**NOTE: CARES is the automated system used by DWD to determine eligibility, calculate benefits and retain data for income maintenance programs.**

SECTION 5. DWD 17.02(2m) is created to read:

DWD 17.02(2m) "Case management" means the family centered and goal oriented process for assessing the needs of a W-2 group member and his or her family for employment, training and supportive services and assisting the W-2 group member in obtaining services to achieve self-sufficiency.

SECTION 6. DWD 17.02(4) is repealed.

SECTION 7. DWD 17.02(6) and (8) are amended to read:

DWD 17.02(6) "Department" means the Wisconsin department of ~~health and social services~~ workforce development.

(8) "Experienced IM worker" means an IM worker employed by a county or tribal agency before ~~February 1, 1991~~ (insert effective date of rule), or an IM worker who has completed initial income maintenance training.

SECTION 8. DWD 17.02(8m) is created to read:

DWD 17.02(8m) "Financial and employment planner" or "FEP" has the meaning given in s. 49.141(1)(d), Stats.

NOTE: "Financial and employment planner" or "FEP" is defined in s. 49.141(1)(d), Stats., as "a caseworker employed by a Wisconsin works agency who provides financial or employment counseling services to a participant."

SECTION 9. DWD 17.02(9) to (16) and (18) are amended to read:

DWD 17.02(9) "Food stamps" means ~~an assistance~~ the federal food stamp program under 7 USC 2011 to ~~2029~~ 2036, as amended.

(10) "Income maintenance" or "IM" means ~~AFDC, MA, food stamps or RNIP~~ Wisconsin works.

(11) "IM handbooks, manuals and instructional materials" means department-issued income maintenance handbooks, manuals and memos addressed to county, and

tribal and W-2 agencies which set forth eligibility and benefit criteria for AFDC, MA, food stamps and RNIP W-2, and case processing and case maintenance information.

(12) "Income maintenance worker" or "IM worker" means a person employed by a county agency, ~~or tribal agency, or W-2 agency~~ whose duties, as specified in his or her position description, include determination or redetermination of income maintenance program eligibility and benefits.

**NOTE: An income maintenance worker in a particular agency may have a different job title depending on his or her job functions, such as economic support specialist, supportive service planner, resource specialist or financial and employment planner.**

(13) "Initial income maintenance training" means an approved curriculum of courses, independent study and closely supervised practical experience which totals at least 100 hours, and which includes training in both interpersonal and technical skills, case management, automated systems and eligibility determination needed to perform the IM function.

(14) "Medical assistance" or "MA" means an assistance program operated by the department of health and family services under Title XIX of the Social Security Act of 1935, as amended, and ss. 49.43 to 49.497, Stats.

(15) "New IM worker" means a person who is employed by a county, ~~or tribal, or W-2~~ agency as an IM worker on or after February 1, 1994 (insert effective date of rule), including a permanent employee who transfers into an IM worker position and who has not completed initial income maintenance training.

(16) "Ongoing training" means refresher training and training in interpersonal skills and case management.

(18) "Refresher training" means training ~~on error-prone and difficult~~ IM policies, including interpersonal skills and case management.

SECTION 10. DWD 17.02(19) and (20) are repealed.

SECTION 11. DWD 17.02(21), (22) and (24) are amended to read:

DWD 17.02(21) "Successful completion of IM training for new IM workers" means attendance for all class hours, participation in classroom training, and the completion, as determined by the department or through evaluation strategies developed by a county, ~~or tribal~~ or W-2 agency to ensure that a minimum standard of competence is achieved, of all activities that are to take place before and after the instructional part of the training but that are administered as part of the training.

(22) "Successful completion of IM training for experienced IM workers" means attendance at refresher, ~~or interpersonal, or case management~~ skill courses and participation in training activities administered as a part of the training.

(24) "Tribal agency" means an agency designated by the elected tribal governing body of a federally-recognized Wisconsin Indian tribe or band to administer AFDC W-2, MA, and food stamps and RNIP.

SECTION 12. DWD 17.02(25) is created to read:

DWD 17.02(25) "Wisconsin works agency" or "W-2 agency" has the meaning given in s. DWD 12.03(38).

NOTE: "Wisconsin works agency" is defined in s. DWD 12.03(38), Wis. Adm. Code, as "a person, county agency, tribal governing body, or a private agency contracted under s. 49.143, Stats., by the department to administer the Wisconsin works program under ss. 49.141 to 49.161, Stats., and DWD 12. If no contract is awarded under s. 49.143, Stats., "Wisconsin works agency" means the department."

SECTION 13. DWD 17.03(1)(title) is amended to read:

*"this chapter"*



DWD 17.03(1) WORKERS WHO BEGIN EMPLOYMENT ON OR AFTER  
(INSERT EFFECTIVE DATE OF RULE).

SECTION 14. DWD 17.03(1) is amended to read:

DWD 17.03(1) ~~Each~~ The county, tribal or W-2 agency shall ensure that each new  
worker shall ~~complete~~ completes the department's initial IM training program under s.  
~~HSS 217.04~~ DWD 17.04 (1) and (2) ~~or a county or tribal agency initial IM training~~  
~~program approved under s. HSS 217.04 (4) during the first 6 months of employment.~~  
Until the initial training program is completed, the new IM worker may not make  
independent ~~determinations or redeterminations of~~ decisions related to eligibility for  
income maintenance programs or perform case management functions.

SECTION 15. DWD 17.03(2)(title) is amended to read:

DWD 17.03(2) IM WORKERS EMPLOYED BEFORE (INSERT EFFECTIVE  
DATE OF RULE) AND OTHER EXPERIENCED WORKERS.

SECTION 16. DWD 17.03(2) is amended to read:

DWD 17.03(2) ~~Each~~ The county, tribal or W-2 agency shall ensure that each  
experienced IM worker shall ~~complete~~ completes ongoing training specific to income  
maintenance eligibility determinations and redeterminations each calendar year if the  
worker was an experienced IM worker for the entire year.

SECTION 17. DWD 17.04(1)(intro.) is amended to read:

DWD 17.04(1)(intro.) The department shall develop a standardized curriculum  
for training new IM workers. The curriculum may vary depending upon job function.  
The curriculum shall ensure that a minimum standard of competence is achieved if the

training is completed. The curriculum shall ~~may~~ include: depending upon job function, appropriate program philosophy, policy and procedure, case management, interpersonal skills and automated systems. The department shall annually define the required training for each job function.

SECTION 18. DWD 17.04(1)(a) to (f) are repealed.

SECTION 19. DWD 17.04(2) is amended to read:

DWD 17.04(2) The department shall make initial IM worker training available to new income maintenance workers directly or through ~~regional training consortia~~ its contracted agencies.

SECTION 20. DWD 17.04(4)(title) is repealed and recreated to read:

DWD 17.04(4)(title) COUNTY, TRIBAL OR W-2 TRAINING.

SECTION 21. DWD 17.04(4)(a) is repealed.

SECTION 22. DWD 17.04(4)(b) is amended to read:

DWD 17.04(4)(b) *Training implementation plan.* A county, ~~or tribal or W-2~~ agency that chooses not to participate in department training offered by department staff or through a ~~regional training consortium~~ its contracted agencies shall develop a plan to implement either the standardized curriculum under sub. (1) ~~or its own comparable curriculum approved by the department.~~ The implementation plan, ~~which shall include any proposed alternative curriculum,~~ shall be submitted to the department for approval at least 45 days before the planned starting date of training, when it is first offered, and annually after that. The plan shall:

1. Specify the ~~content~~ and number of hours of classroom training and independent study, and planned exercises and tests;
2. State how IM handbooks, manuals and instructional materials will be used;
3. Explain how training will address the interpersonal skills needed to perform the IM function;
4. Specify the number of hours of supervised case processing, including the use of ~~CRN~~ automated systems and IM program policy updates;
5. ~~Include an outline of all topics to be covered;~~
6. Indicate the length of the training program;
7. Describe how learning will be evaluated; and
8. Include the name, address, position title and qualifications of each trainer.

**Note: Send the proposed IM training implementation plan to: Training Section, Division of Economic Support, P.O. Box 7935, Madison, WI 53707-7935.**

SECTION 23. DWD 17.04(5) is amended to read:

DWD 17.04(5) Each county, ~~agency and each tribal,~~ and W-2 agency shall:

(a) Submit to the department by the first day of each month beginning ~~April 1, 1991~~ (insert date two months after effective date of rule), a list of IM workers who are required to complete initial IM worker training; and

(b) Beginning in ~~1992~~ 2000, submit to the department by February 1 of each calendar year a report that documents training attended and completed by all new IM workers during the previous calendar year.

SECTION 24. DWD 17.05(1) and (2) are amended to read:

DWD 17.05(1) The department shall develop a ~~refresher training~~ an ongoing course or courses for experienced IM workers covering specialized ~~error prone and~~ difficult IM policies, interpersonal skills and case management, and shall make the course or courses available each year directly or through regional training consortia its contracted agencies to experienced income maintenance workers. The curriculum may vary depending upon job function. The curriculum may include appropriate program philosophy, policy and procedure, case management, interpersonal skills and automated systems. The department shall annually define the required ongoing training for each job function. how  
where

(2) The department shall develop a training course or courses in interpersonal skills related to income maintenance administration for experienced IM workers, and shall make this course or courses available each year directly or through regional training consortia its contracted agencies to experienced income maintenance workers.

SECTION 25. DWD 17.05(3) is repealed and recreated to read:

DWD 17.05(3) POLICIES AND AUTOMATION. Each county, tribal and W-2 agency shall ensure that new and experienced IM workers are trained in a timely manner on all policy interpretation and automated system procedures issued by the department.

SECTION 26. DWD 17.05(4) is amended to read:

DWD 17.05(4) Each county, ~~agency and each tribal, and W-2~~ agency shall, beginning in ~~1992~~ 2000, submit to the department by February 1 of each calendar year a report that documents training attended and completed by all experienced IM workers during the previous calendar year.

SECTION 27. DWD 17.06(intro.) is amended to read:

DWD 17.06(intro.) ~~The department and each county or tribal agency with a department approved initial or ongoing IM worker training program~~ shall ensure that the person doing the training has:

SECTION 28. DWD 17.06(2) is amended to read:

DWD 17.06(2) Comprehensive knowledge of ~~CRN case processing the~~  
department's automated systems; and

SECTION 29. DWD 17.06(3) is repealed and recreated to read:

DWD 17.06(3) Experience or education in training techniques or adult education as specified by the department.

SECTION 30. DWD 17.07 is amended to read:

DWD 17.07 Each county, ~~and tribal, and W-2~~ agency shall include in the personnel file of each new IM worker and each experienced IM worker information needed to document successful completion of training, including the title of training programs, dates of training, trainer's or sponsoring organization's name, number of hours of training, and location of, and attendance at, training and the actual training received. The county, tribal or W-2 agency shall make the training records available to the department upon request.

EFFECTIVE DATE. This rule shall take effect on the first day of the month following publication in the Wisconsin administrative register as provided in s.227.22(2)(intro.), Stats.

(End)





**Division of Economic Support  
Training Section**

## **Enhanced Case Management: Job Retention for Self Sufficiency**

### **Milwaukee**

Milwaukee Regional Training Center  
6817 West Morgan Avenue  
Milwaukee, WI 53220  
(414) 329-3640  
**April 28, 1999**

### **Madison**

Madison Regional Training Center  
1 Fen Oak Court  
Madison, WI 53704  
(608) 224-3640  
**May 25, 1999**

### **Eau Claire**

Eau Claire Regional Training Center  
800 Wisconsin Street  
Building D2, Suite 201  
Eau Claire, WI 54701  
(715) 836-1028  
**June 9, 1999**

### **Schedule for each day:**

Sign-in: 8:30 AM  
Workshop: 9:00 - 4:00



### **Course Content**

This course will address holistic approaches to job retention. Practical applications will be discussed which integrate job readiness competencies, employer expectations, employee performance and job advancement techniques. The course objectives include:

- The Five Principles of Job Retention will be presented with emphasis on practical applications for workers and agencies to incorporate for a more successful retention program.
- Strategies to promote self-awareness and assess an individual's strengths and interests.
- Approaches to workplace culture, employer expectations and productive behaviors for job advancement.
- Emphasis on relationship building, mentoring, creative problem-solving and utilizing resources for a retention program which will assist individuals in entering and remaining in the workforce.

### **Who Should Attend?**

This course is designed for all staff involved in various aspects of case management including but not limited to; employment search, job placement and job retention. This may include Supervisors, Case Managers, Financial and Employment Specialists, Job Developers, Retention Specialists and any other interested staff.

**Note: This course satisfies W-2 training requirements either as an Enhanced Case Management Course or as 6 hours toward the 12 hour annual Professional Development Requirement.**

### **Instructor**

Julie Loebel is a Certified Trainer with Curtis & Associates, Inc. and is currently a Regional Trainer for DES. Julie has seven years of experience in Employment & Training. This experience includes motivation, job search and retention training, case management and policy training, and consulting agency personnel on more effective case management and program strategies.

### **Course Fee**

None

# Job Retention for Self Sufficiency

Place an "X" next to the site you wish to attend.  
Use a separate registration form for each site, if more than one site is listed.

Agency Contact Person:	_____
Agency:	_____
Street:	_____
PO Box:	_____

Session	City	Deadline	Code
04/28/00	Milwaukee	04/11/00	2851





**Division of Economic Support  
Training Section**

## Enhanced Case Management Criminal Justice Issues

### Milwaukee

Regional Training Ctr-Milwaukee South  
6817 W Morgan Ave  
Milwaukee, WI 53220  
04/14/99

### Oshkosh

UW Extension Winnebago Cty  
625 E Cty Rd Y  
Oshkosh, WI 54901  
04/20/99

### Madison

Dane Co Job Ctr  
1819 Aberg Ave  
Madison, WI 53704  
05/03/99

### Milwaukee

Regional Training Ctr-Milwaukee South  
6817 W Morgan Ave  
Milwaukee, WI 53220  
05/17/99

### Waukesha

State Office Bldg-Waukesha  
141 NW Barstow St  
Waukesha, WI 53188  
06/14/99

### Schedule for each day:

Sign-in: 8:30 a.m.

Workshop: 9:00 a.m. - 4:00 p.m.

### Course Content

Workshop participants will develop an understanding of criminal justice issues.

- How criminal justice issues affect the customer's contacts with the case manager;
- How the case manager can relate to the customer;
- How criminal justice issues affect employment within the context of W-2;
- Ways case managers can effectively work with resources.

### Who Should Attend?

All workers who have a case management role in their agency are encouraged to attend. This course counts as an Enhanced Case Management course for FEPs, SSPs, RSs, Job Coach/Employment Team Specialists and W-2 Supervisors or as 6 hours toward the professional development requirement.

### Course Fee

No fee. Lunch and breaks are on your own.

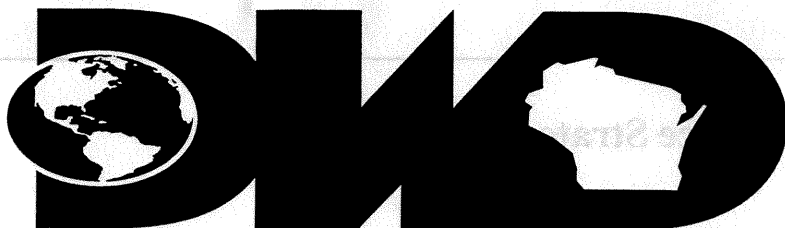


# Criminal Justice Issues

Place an "x" next to the site you wish to attend. Use a separate registration form for each site, if more than one site is listed.

Agency Contact Person:	_____
Agency:	_____
Street:	_____
PO Box:	_____

	Session	City	Deadline	Code
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***Division of Economic Support  
Training Section***

## **Enhanced Case Management: Customer Service Strategies for W2**

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**To schedule an In-House Training,  
please contact:**

Chad Ritchey  
Training Specialist  
Kaiser Group, Inc.  
(414) 374-9922 (Ext. 3157)

### **Course Content**

This workshop is offered on an in-house basis and allows participants to develop customer service strategies for themselves and their organization. After learning key concepts for the provision of excellent customer service, participants will identify areas of service improvement and create personal action plans for implementation in their own work environment.

**Note:** This session satisfies W-2 training requirements either as an Enhanced Case Management course or as 6 hours toward the 12 hour annual Professional Development requirement.

### **Who Should Attend?**

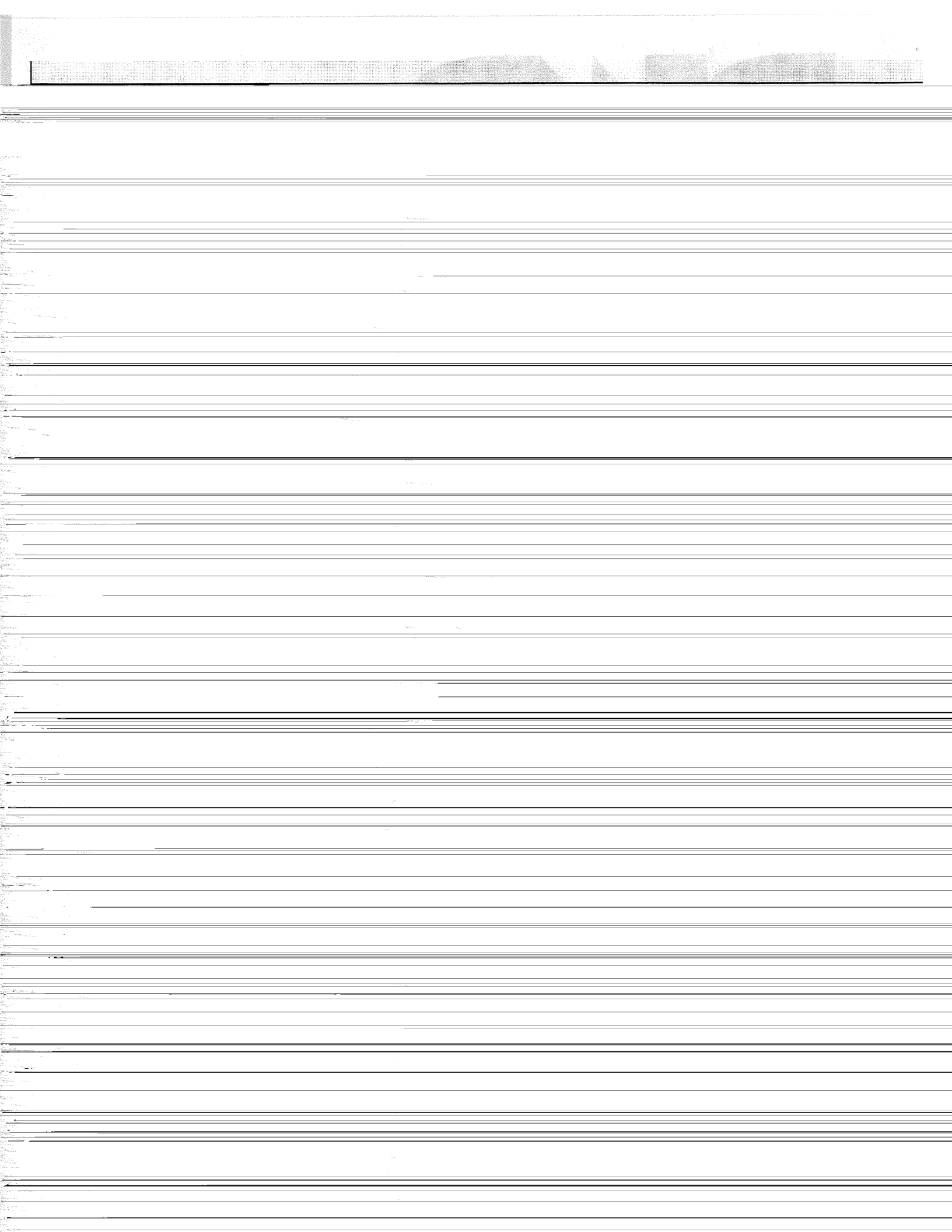
Anyone concerned with learning techniques to provide excellent customer service.

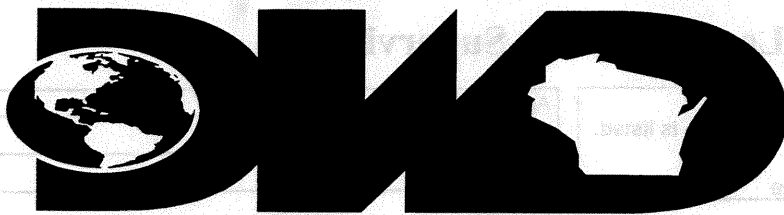
### **Instructor**

Chad Ritchey is the Coordinator for Employment and Training at the YW Works Job Center in Milwaukee. Chad holds a Bachelor's Degree in Sociology and Communication from the University of Wisconsin – Whitewater. Chad has been involved in training and development nationally for eight years, specializing in motivational, customer service training, and job search strategy program models.

### **Course Fee**

None.





**Division of Economic Support  
Training Section**

## **Enhanced Case Management: Developing Leadership for Supervisors**

**Madison**

East Towne Suites  
4801 Anna Mark Drive  
Madison, WI 53704  
(608) 244-2020  
May 17, 1999

**Schedule for each day:**

Sign-in: 8:30 a.m.

Workshop: 9:00 a.m. – 4:00 p.m.

**Course Fee: None**



**Course Content**

This workshop offers a practical approach to identifying what qualities in staff enhance their ability as potential leaders in the organization and successful ways to make the transition from follower to leader.

- Identify key characteristics of effective followers
- Understand the important value that followers have in the organization
- Develop skills and abilities of staff for future opportunities
- Define the various levels of leadership, and their application
- Discuss the transition from Management to Leadership
- Address the combination of effective followers and leaders as a formula for success

Note: This session satisfies W-2 training requirements either as an Enhanced Case Management course or as 6 hours toward the 12 hour annual Professional Development requirement.

**Who Should Attend?**

This session is appropriate for management staff who are in a

# Developing Leadership for Supervisors

Place an "X" next to the site you wish to attend.

Use a separate registration form for each site, if more than one site is listed.

Session	City	Deadline	Code
.....5/17/99 .....	Madison .....	5/4/99 .....	3798

## Registration

Complete this form and mail, FAX or E-mail it to the address/number below. You may also use Call Registrar (touch-tone registration).

## Registration Fees

Registration fee information is located on the front of this form.

*For courses NOT requiring a registration fee:* Participants are responsible for their own lunch, break, and lodging costs.

*For courses requiring a registration fee:* Please make check/purchase requisition payable to **UW Oshkosh CCDET** and submit it with the registration form. Include participant names and program name on the check/purchase requisition.

## Refunds

If a registered participant cancels for reasons other than weather conditions, a substitute should be sought before requesting a refund. *All refund requests must be made in writing at least five working days prior to the training session.*

## Confirmation

Due to space restrictions, it may be necessary to limit the number of staff from an agency in order to accommodate as many agencies as possible. You will be notified of your registration status within five working days of the training. *Only those individuals with confirmed registrations may attend the training.*

## Special Attendance Accommodations

The Department of Workforce Development (DWD) is an equal opportunity service provider. If you need assistance to access services or material in an alternate format, please call 920-424-0977 (voice) or 608-267-0927 (TDD).

## Inclement Weather

Please call 608-267-1425 for information regarding possible training cancellations due to inclement weather. After five rings, a prerecorded message will announce the status of the training session.

## Questions Regarding Registration

Dial 920-424-1071 with questions regarding registration.

## Questions Regarding Course Content and Eligibility

Dial 414-544-4971 with questions regarding course content & eligibility.

## Mail:

Susan Hegedus  
UW Oshkosh CCDET  
800 Algoma Blvd.  
Oshkosh, WI 54901

## E-mail:

hegeduss@uwosh.edu  
Include course name, date, agency  
& participant information.

**Call Registrar (touch-tone registration):**  
920-424-0833

**FAX:** 920-424-1112

Agency Contact Person: \_\_\_\_\_

Agency: \_\_\_\_\_

Street: \_\_\_\_\_

PO Box: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone #: ( ) \_\_\_\_\_ FAX #: ( ) \_\_\_\_\_

Is this a W-2 Agency? Yes \_\_\_\_\_ No \_\_\_\_\_

County: \_\_\_\_\_

Region (circle one): Ashland, Eau Claire, Green Bay, Madison,  
Milwaukee, Waukesha, Rhinelander

**List participants in priority order. Please PRINT OR TYPE.**

**Each participant will receive correspondence directly.**

**If address information for a participant is different than above, please indicate correct information on a separate sheet and attach it to this registration form.**

1. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

FEP \_\_\_\_\_ SSP \_\_\_\_\_ RS \_\_\_\_\_ JCED \_\_\_\_\_ Other \_\_\_\_\_

2. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

FEP \_\_\_\_\_ SSP \_\_\_\_\_ RS \_\_\_\_\_ JCED \_\_\_\_\_ Other \_\_\_\_\_

3. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

FEP \_\_\_\_\_ SSP \_\_\_\_\_ RS \_\_\_\_\_ JCED \_\_\_\_\_ Other \_\_\_\_\_

4. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

FEP \_\_\_\_\_ SSP \_\_\_\_\_ RS \_\_\_\_\_ JCED \_\_\_\_\_ Other \_\_\_\_\_

5. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

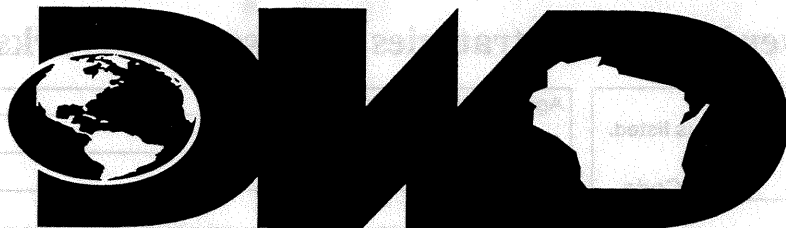
Into which category does your job function fit?

FEP \_\_\_\_\_ SSP \_\_\_\_\_ RS \_\_\_\_\_ JCED \_\_\_\_\_ Other \_\_\_\_\_

## CCDET Use Only

Registrar \_\_\_\_\_ Paid \_\_\_\_\_ Conf.Ltr \_\_\_\_\_ W.L. Ltr \_\_\_\_\_

form date: 2/98



**Division of Economic Support  
Training Section**

## **Enhanced Case Management: Job Development and Employer Relations Strategies in Wisconsin Works**

### **Milwaukee**

DES Regional Training Center  
6811 W. Morgan Avenue  
Milwaukee, WI 53226  
(414) 329-3647  
May 5, 1999

### **Schedule for each day:**

Sign-in: 8:30 a.m.  
Workshop: 9:00 a.m. – 4:00 p.m.

**Course Fee:** None



### **Course Content**

This session will look at an investment approach to working with employers that focuses on productive relationships and partnerships.

- A Ten-Step Marketing Approach will be presented and explored
- The business climate of high performance work organizations will be discussed
- Strategies to assess and respond to employers needs will be presented
- Specific approaches for (W-2) Wisconsin Works, including: incentives, screening and referral, support services and job retention will be reviewed

Note: This session satisfies W-2 training requirements either as an Enhanced Case Management course or as 6 hours toward the 12 hour annual Professional Development requirement.

### **Who Should Attend?**

This session is open to all interested staff involved in the W-2 program. It is designed for staff involved in the employment search and placement efforts of the W-2 customer. This may include Agency Directors and Supervisors, Job Developers and Coaches, and Financial and Employment Planners.

### **Instructor**

Pam Schlueter is a Training Specialist for Kaiser Group, Inc. and has over 15 years of experience in the areas of Job Development, Employer Relations, Placement and Case Management, and over 10 years of experience as a trainer. Her most recent hands-on experience was at the Workforce Development Center in Waukesha County where she served on several teams in the Employer Services Unit and chaired the Steering Committee.



# Job Development and Employer Relations Strategies in Wisconsin Works

Place an "X" next to the site you wish to attend.

Use a separate registration form for each site, if more than one site is listed.

Session	City	Deadline	Code
.....5/5/99 .....	Milwaukee .....	4/22/99 .....	3799

Agency Contact Person: \_\_\_\_\_

Agency: \_\_\_\_\_

Street: \_\_\_\_\_

PO Box: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone #: ( ) \_\_\_\_\_ FAX #: ( ) \_\_\_\_\_

Is this a W-2 Agency? Yes \_\_\_\_\_ No \_\_\_\_\_

County: \_\_\_\_\_

Region (circle one): Ashland, Eau Claire, Green Bay, Madison,

Milwaukee, Waukesha, Rhinelander

**List participants in priority order. Please PRINT OR TYPE.**

Each participant will receive correspondence directly.

**If address information for a participant is different than above, please indicate correct information on a separate sheet and attach it to this registration form.**

1. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

FEP \_\_\_ SSP \_\_\_ RS \_\_\_ JCED \_\_\_ Other \_\_\_

2. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

FEP \_\_\_ SSP \_\_\_ RS \_\_\_ JCED \_\_\_ Other \_\_\_

3. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

FEP \_\_\_ SSP \_\_\_ RS \_\_\_ JCED \_\_\_ Other \_\_\_

4. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

FEP \_\_\_ SSP \_\_\_ RS \_\_\_ JCED \_\_\_ Other \_\_\_

5. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

FEP \_\_\_ SSP \_\_\_ RS \_\_\_ JCED \_\_\_ Other \_\_\_

## Registration

Complete this form and mail, FAX or E-mail it to the address/number below. You may also use Call Registrar (touch-tone registration).

## Registration Fees

Registration fee information is located on the front of this form.

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*For courses requiring a registration fee:* Please make check/purchase requisition payable to **UW Oshkosh CCDET** and submit it with the registration form. Include participant names and program name on the check/purchase requisition.

## Refunds

If a registered participant cancels for reasons other than weather conditions, a substitute should be sought before requesting a refund. *All refund requests must be made in writing at least five working days prior to the training session.*

## Confirmation

Due to space restrictions, it may be necessary to limit the number of staff from an agency in order to accommodate as many agencies as possible. You will be notified of your registration status within five working days of the training. *Only those individuals with confirmed registrations may attend the training.*

## Special Attendance Accommodations

The Department of Workforce Development (DWD) is an equal opportunity service provider. If you need assistance to access services or material in an alternate format, please call 920-424-0977 (voice) or 608-267-0927 (TDD).

## Inclement Weather

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## Questions Regarding Registration

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## Questions Regarding Course Content and Eligibility

Dial 414-544-4971 with questions regarding course content & eligibility.

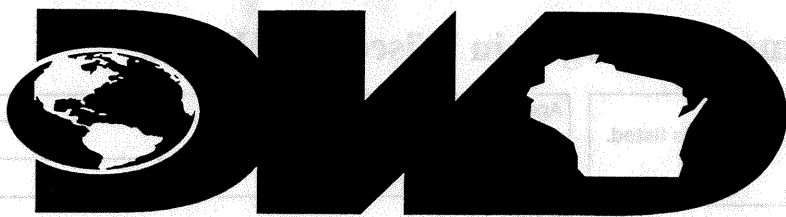
## Mail:

Susan Hegedus  
UW Oshkosh CCDET  
800 Algoma Blvd.  
Oshkosh, WI 54901

## E-mail:

hegeduss@uwosh.edu  
Include course name, date, agency  
& participant information.





**Division of Economic Support  
Training Section**

## **Enhanced Case Management: Job Readiness Assessment Strategies For W-2**

### **Stevens Point**

Holiday Inn  
11501 N. Point Drive  
Stevens Point, WI 54481  
(715) 341-1340  
April 27, 1999

### **Schedule for each day:**

Sign-in: 8:30 a.m.  
Workshop: 9:00 a.m. – 4:00 p.m.



### **Course Content**

- Understanding the definition of Assessment
- Gain understanding of Assessment Strategies that can assist in determination of Job Readiness
- Discussion on use of formal testing and informal assessment such as data collection, interviewing and observation
- Understanding the levels of Job Readiness as they relate to placement on the W-2 ladder

Note: This session satisfies W-2 training requirements either as an Enhanced Case Management course or as 6 hours toward the 12 hour annual Professional Development requirement.

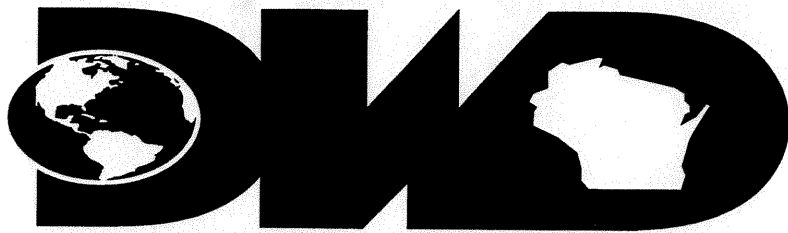
### **Who Should Attend?**

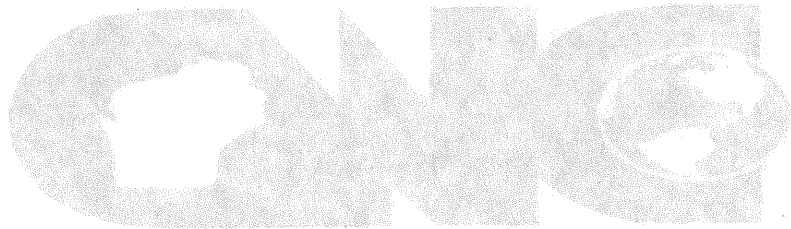
This session is designed for all staff responsible for the decision-making and planning that comes from assessing the customer's needs and wants, background/history, and experiences. This may include: Receptionist/Clerical, Resource Specialist, Supportive Service Planners, Financial and Employment Planners, and other interested staff.

### **Instructor**

Jane Batha is Director of Operations for the Kaiser Group at the Workforce Development Center in Waukesha County. Jane has worked for 8 years in work programs as Case Manager, Trainer and Supervisor. She has trained new workers in work programs and was a state contracted trainer during the Pay for Performance initiative. Most recently Jane has been training Fundamentals of Case Management. Jane has a Masters Degree from the University of Wisconsin – Whitewater in Counseling and Guidance.

# Job Readiness Assessment Strategies in Wisconsin Works





Division of Economic Security  
Training Section

## Job Search – Using the Internet

Please Schedule an In House Session with:

**Pam Schlueter**  
**Training Specialist**  
**Kaiser Group, Inc.**  
**(414) 544-4971**

### Registration Fees

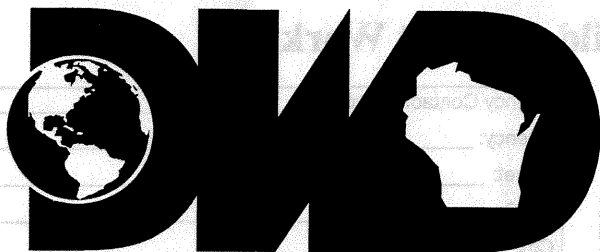
Registration fee information is located on the front of this form.

*For courses NOT requiring a registration fee:* Participants are responsible for their own lunch, break, and lodging costs.

### Questions Regarding Course Content and Eligibility

Dial 414-544-4971 with questions regarding course content & eligibility.





**Division of Economic Support  
Training Section**

## Managing Change For Child Support Workers

### Kenosha

Kenosha Co Job Center  
8600 Sheridan Rd  
Kenosha, WI 53143  
05/21/99

### Eau Claire

Regional Training Ctr-Eau Claire  
800 Wisconsin St  
Eau Claire, WI 54701  
06/07/99

### Mosinee

Regional Training Ctr-Mosinee  
10101 Market St Cedar Crk Mall  
Mosinee, WI 54455  
06/10/99

### Madison

Dane Co Job Ctr  
1819 Aberg Ave  
Madison, WI 53704  
06/21/99

### Milwaukee

Regional Training Ctr-Milwaukee South  
6817 W Morgan Ave  
Milwaukee, WI 53220  
06/23/99

### **Schedule for each day:**

Sign-in: 8:30 a.m.

Workshop: 9:00 a.m. - 4:00 p.m.

### Course Content

This course provides participants with insights and tools for navigating the rapidly changing world of Child Support. Participants will examine ways to build and strengthen internal and external resources, to enhance communication and foster teamwork.

Participants will learn they have resources for managing change, that change comes from within and that managing change is taking little steps. Effective listening, communication and development of positive interpersonal skills will be addressed as tools in developing teamwork. In the rapidly changing W-2 environment, managing change has become a necessary skill. This workshop will help you to focus on steps to master change.

### Who Should Attend?

Child Support Workers and Financial Workers working with child support cases are encouraged to attend.

### Course Fee

**No Fee. Lunch and breaks are on your own.**



# Managing Change For Child Support Workers

Place an "x" next to the site you wish to attend. Use a separate registration form for each site, if more than one site is listed.

	Session	City	Deadline	Code
	05/21/99-05/21/99	Kenosha	05/07/99	3679
	06/07/99-06/07/99	Eau Claire	05/24/99	3681
	06/10/99-06/10/99	Mosinee	05/27/99	3678
	06/21/99-06/21/99	Madison	06/07/99	3682
	06/23/99-06/23/99	Milwaukee	06/09/99	3680

Agency Contact Person: \_\_\_\_\_  
 Agency: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 PO Box: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ ZIP: \_\_\_\_\_  
 Phone #: ( ) \_\_\_\_\_ FAX #: ( ) \_\_\_\_\_  
 Is this a W-2 Agency? Yes \_\_\_\_\_ No \_\_\_\_\_  
 County: \_\_\_\_\_

Region (circle one): Ashland, Eau Claire, Green Bay, Madison,  
 Milwaukee, Waukesha, Rhinelander

**List participants in priority order. Please PRINT OR TYPE.**

Each participant will receive correspondence directly.

**If address information for a participant is different than above, please indicate correct information on a separate sheet and attach it to this registration form.**

1. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

Into which category does your job function fit?

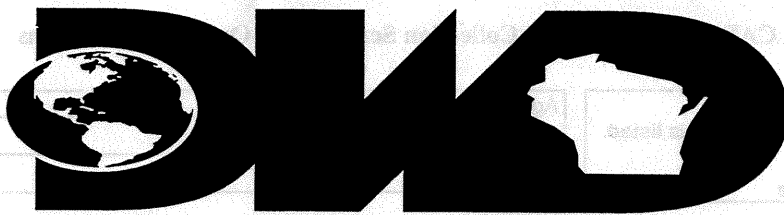
FEP \_\_\_ SSP \_\_\_ RS \_\_\_ JCED \_\_\_ Other \_\_\_

2. Name: \_\_\_\_\_

SSN (Required): \_\_\_\_\_

Job Title: \_\_\_\_\_

**Registration**



**Division of Economic Support  
Training Section**

## **Enhanced Case Management: Managing Work Program Data: Monitoring CARES Utilizing Data Collection Screens and On-line Reporting Mechanisms**

### **Milwaukee**

DES Regional Training Center  
6811 West Morgan Avenue  
Milwaukee, WI 53226  
(414) 329-3647  
May 20, 1999

### **Schedule for each day:**

Sign-in: 8:30 a.m.  
Workshop: 9:00 a.m. – 4:00 p.m.



### **Course Content**

This session will provide information on the correct usage of work program data collection screens on CARES, as well as the on-line reporting mechanisms.

### **Objectives include:**

- Understanding of individual CARES screens and correct data entry
- Understanding the premise for using CARES as a quality control tool for Work programs
- Discussion on utilization of CARES reporting mechanisms
- Reviewing important W-2 screens

Note: This session satisfies W-2 training requirements either as an Enhanced Case Management course or as 6 hours toward the 12 hour annual Professional Development requirement.

### **Who Should Attend?**

All staff responsible for entering CARES data as it relates to customer information and participant tracking in the Work Program Subsystem.

### **Instructor**

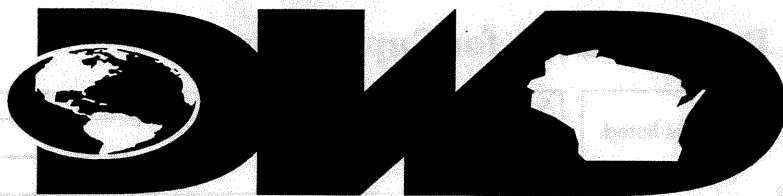
Tim Morgan is an employee of Kaiser Group, Inc. Tim has worked extensively in Work Programs as a Case Manager, Lead Case Manager, and Supervisor. Tim was instrumental in the development of the New Worker Training program and has done numerous trainings throughout the State on CARES, Case Management and Policy. Tim is currently a Regional Trainer for the Waukesha Region.

### **Course Fee**

None.

## Managing Work Program Data: Monitoring CARES Utilizing Data Collection Screens and On-line Mechanisms





**Division of Economic Support  
Training Section**

## **Enhanced Case Management: Managing Work Program Data for Supervisors**

**Madison**

East Towne Suites  
4801 Anna Mark Drive  
Madison, WI 53704  
(608) 244-2020  
April 13, 1999

**Schedule for each day:**

Sign-in: 8:30 a.m.

Workshop: 9:00 a.m. – 4:00 p.m.

**Course Fee:**

None



**Course Content**

This intermediate level session will assist Supervisors and Lead Workers to monitor CARES data being entered by staff in the Work program Subsystem. The approach of this workshop will be from a quality assurance standpoint. Those that attend will get an understanding of the common problem areas in the work program subsystem, the corrective action needed to be taken, and how to use CARES as a tool to internally monitor work program reporting, and to ensure quality assurance standards are being met.

Note: This session satisfies W-2 training requirements either as an Enhanced Case Management course or as 6 hours toward the 12 hour annual Professional Development requirement.

**Who Should Attend?**

This course is designed for all Supervisors and Lead Workers who are responsible for staff that work with the CARES Work Program Subsystem. This course is intended for individuals who have a basic understanding of CARES. This course can be counted toward the Advanced Case Management requirement.

**Instructor**

Tim Morgan is an employee of Kaiser Group, Inc. Tim has worked extensively in Work Programs as a Case Manager, Lead Case Manager, and Supervisor. Tim was instrumental in the development of the New Worker Training program and has done numerous trainings throughout the State on CARES, Case Management and Policy. Tim is currently a Regional Trainer for the Waukesha Region.

**Instructor**

Tony Dziedzic is the Director of Operations for YW Works in Milwaukee. He also does various Enhanced Case Management sessions for the Division of Economic Support.

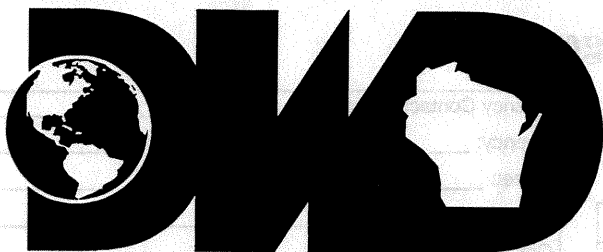
Tony holds a Masters Degree in Counseling and Counselor Education and has completed the coursework and examination requirements for a Ph.D. in Counseling Psychology. Tony has instructed numerous workshops in the State of Wisconsin and has vast experience and knowledge in the areas of employment and training, and case management.

# Managing Work Program Data for Supervisors

Place an "X" next to the site you wish to attend.  
Use a separate registration form for each site, if more than one site is listed.

Agency Contact Person: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Street: \_\_\_\_\_  
PO Box: \_\_\_\_\_  
City: \_\_\_\_\_

Session	City	Deadline	Code
_____	.....4/13/99 .....	Madison .....	3/31/99 ..... 3795



**Division of Economic Support  
Training Section**

## **Enhanced Case Management: Stress Management**

### **Eau Claire**

Regional Training Ctr-Eau Claire  
800 Wisconsin St  
Eau Claire, WI 54701  
04/06/99

### **Waukesha**

State Office Bldg-Waukesha  
141 NW Barstow St  
Waukesha, WI 53188  
04/14/99

### **Hayward**

Best Western Northern Pines  
9966 North State Rd 27  
Hayward, WI 54843  
05/05/99

### **Green Bay**

Wisconsin Job Center  
325 N Roosevelt St  
Green Bay, WI 54301  
05/12/99

### **Madison**

Dane Co Job Ctr  
1819 Aberg Ave  
Madison, WI 53704  
06/04/99

### **Course Content**

Are the demands of today's workplace and homefront taking a toll on your energy level, your ability to relax, and your creativity and effectiveness? Could you get enthused about having more vigor, more productivity and more peace? Attend this workshop and learn how to reduce, eliminate or manage stress. Recognize stress's sources and symptoms and develop simple, easy-to-use strategies that you can employ in or out of the office.

### **Who Should Attend?**

All workers who have a case management role in their agency are encouraged to attend. This course counts as an Enhanced Case Management course for FEPs, SSPs, RSs, Job Coach/Employment Team Specialists and W-2 Supervisors or as 6 hours toward the professional development requirement.

### **Course Fee**

**No Fee. Lunch and breaks are on your own.**

### **Schedule for each day:**

Sign-in: 8:30 a.m.

Workshop: 9:00 a.m. - 4:00 p.m.



# Stress Management

Place an "x" next to the site you wish to attend. Use a separate registration form for each site, if more than one site is listed.

	Session	City	Deadline	Code
	04/06/99-04/06/99	Eau Claire	03/23/99	3668
	04/14/99-04/14/99	Waukesha	03/31/99	3667
	05/05/99-05/05/99	Hayward	04/21/99	3669
	05/12/99-05/12/99	Green Bay	04/28/99	3670
	06/04/99-06/04/99	Madison	05/21/99	3671

Agency Contact Person: \_\_\_\_\_

Agency: \_\_\_\_\_

Street: \_\_\_\_\_

PO Box: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone #: ( ) \_\_\_\_\_ FAX #: ( ) \_\_\_\_\_

Is this a W-2 Agency? Yes \_\_\_\_\_ No \_\_\_\_\_

County: \_\_\_\_\_

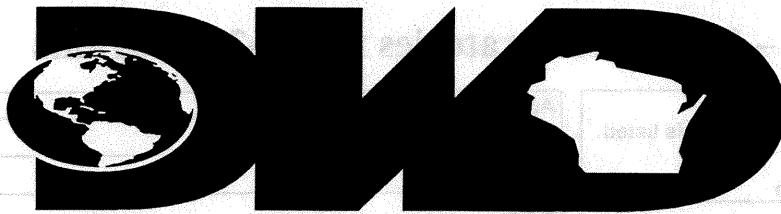
Region (circle one): Ashland, Eau Claire, Green Bay, Madison,  
Milwaukee, Waukesha, Rhinelander

**List participants in priority order. Please PRINT OR TYPE.**

Each participant will receive correspondence directly.

**If address information for a participant is different than above, please indicate correct information on a separate sheet and attach it to this registration form.**

1. Name: \_\_\_\_\_



**Division of Economic Support  
Training Section**

## **Enhanced Case Management: Understanding Motivation – Skills and Strategies for W-2 Programs**

**Eau Claire**

Ramada Inn

1202 W. Clairemont Ave.

Eau Claire, WI 54701

(715) 834-6855

June 17, 1999

**Schedule for each day:**

Sign-in: 8:30 a.m.

Workshop: 9:00 a.m. – 4:00 p.m.

**Course Fee: None**



**Course Content**

This session will take an in depth look at approaches to understanding motivation that can help us succeed within Wisconsin Works (W-2).

- Understand the nature of change and how we adapt
- Explore and practice behavioral strategies to use in our own lives and with our customers
- Increase our knowledge of motivational principles
- Improve one-on-one intervention techniques
- Improve program design to apply key motivational concepts

Note: This session satisfies W-2 training requirements either as an Enhanced Case Management course or as 6 hours toward the 12 hour annual Professional Development requirement.

**Who Should Attend?**

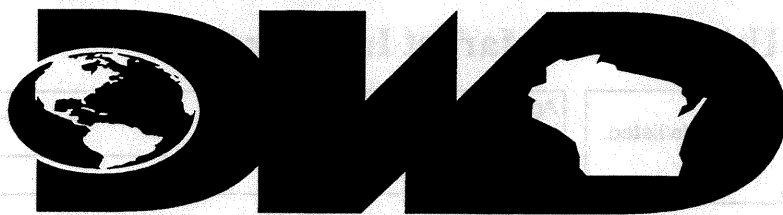
This session is designed for all staff involved in the Wisconsin Works (W-2) program, especially direct service staff who encounter motivational issues with participants. This may include: Supervisors, Resource Specialists, Supportive Services Planners, Financial and Employment Planners, Job Developers, and any other interested staff.

**Instructor**

Tony Dziedzic is the Director of Operations for YW Works in Milwaukee. He also does various Enhanced Case Management sessions for the Division of Economic Support.

Tony holds a Masters Degree in Counseling and Counselor Education and has completed the coursework and examination requirements for a Ph.D. in Counseling Psychology. Tony has instructed numerous workshops in the State of Wisconsin and has vast experience and knowledge in the areas of employment and training, and case management.

## Understanding Motivation – Skills and Strategies for W-2 Programs



**Division of Economic Support  
Training Section**

## **Enhanced Case Management: Understanding and Using Labor/Market Information**

**LaCrosse**  
Holiday Inn  
200 South Pearl  
LaCrosse, WI 54601  
(608) 784-4444  
June 9, 1999

**Schedule for each day:**

### **Course Content**

This one day course will provide a working knowledge of labor market information. Participants will:

- Be able to define what labor market information is
- Develop skills in identifying local, state, and national labor market trends
- Develop skill in identifying employment opportunities

# Understanding and Using Labor/Market Information